

April 23, 2003

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington D.C. 20554

Re: CG Docket No. 02-278

Rules and Regulations Implementing the  
Telephone Consumer Protection Act of  
1991.

My name is Jason Gray and I work  
for Teleperformance U.S.A. My job is  
to do inbound calling, activating  
Sears Credit Cards. We are located  
in Des Plaines, IL. I really like  
my job. The job is not demanding,  
it is flexible with pay structure and  
hours that I work.

We offer quite a few programs  
for our card holders such as "Account  
Care", which is a insurance program  
that covers the payment on their  
card in case the cardholder is ~~at~~  
hospitalized, disabled, lose their job  
ect. The program is pretty in expensive.  
You only pay ~~for~~ for the program if,

you carry a balance on your card.

My job takes care of my fiancée, my 8 month old son and myself. Now, if I lose my job, I can't pay my rent, which means me and my family will be homeless. Also, the families of the people I work with will either be homeless or struggling to get by.

I do oppose the new law applied by the FTC. What should be done is (1) Hold <sup>companies</sup> ~~companies~~ who violate the law accountable and not the people who work for the companies. (2) Give customer option on what they can do if they do not want to be contact by a company (i.e., Ask to be put on a DNC list, caller ID, tee zipper...)

Thank you for your full consideration on this topic.

Jason R. Gray  
3110 W 61st St  
Chgo Il, 60629

4/23/03

RECEIVED & INSPECTED
MAY 2 2003
FCC - MAILROOM

Commissioner's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278  
Rules and Regulations Implementing  
the Telephone Consumer Protection  
Act of 1991

My name is Blanca Barrios and I  
work for Teleperformance U.S.A. in the  
Disputes location in Illinois.

My job title is a Customer Service  
Representative in our Disputes facility.

I am very thankful for my job, I  
have been working here since August 31,  
and the reason I am thankful is because  
it's very flexible for me. I have three  
children and need to manage to work  
around their schedule, I work part time  
and was not able to find another job  
were I can choose the days and how  
to work.

I believe the products and services we provide our customers are excellent and customers really seem to enjoy our services.

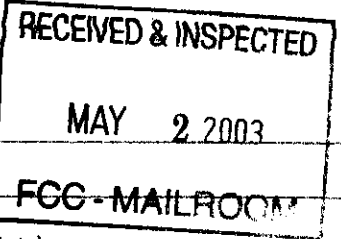
I can't stress how important this job is for me and my family and how I enjoy my job.

I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance U.S.A. and the American Telemarketing Association's proposed modifications to the F.I.C. rules.

Thank You for your full consideration on this topic.

Bloxica Danire  
2216 N Parkside  
Chicago, IL 60639

April 23<sup>th</sup> 2003



So- Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
145 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Re: CG Docket No. 02-278  
Rules and Regulations Implementing  
the Telephone Consumer Protection  
Act of 1991.

To Whom it may concern,  
my name is Tiffany H. Mance  
and a single working mother  
of three, I've been working at  
Teleperformance U.S.H for 3½ years  
in DesPlaines. I am a T.S.R. for  
Teleperformance. The way I feel about  
my job is I like my job very  
much it's a nice place to be and  
to meet people I have the best  
boss and supervisor in my whole  
work history. The impact on me and  
my family if you close down the  
company is my family will not have  
nowhere to live and I will not

have no money to feed my kids  
this job ~~was~~<sup>are</sup> support me and my  
family on rent and car notes.  
If you take away this job a  
lot of people will be out of a  
job not only the T.S.R. the people  
who work on the computer the  
people who make all different parts  
of the phone service

Tiffany Mance  
4811 W. Arthington  
Chicago IL 60624

RECEIVED & INSPECTED

MAY 2 2003

FCC-MAILROOM

April 24, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St. SW  
Washington D.C. 20554

Re: CG Docket No. 02-278  
Rules & Regs. Implementing the Telephone  
Consumer Protection Act of 1991.

To Whom it may concern,

I am currently employed at the  
Des Plaines, IL Teleperformance call center  
as a T.S.R. It is certainly not the best  
job I've ever had, but due to a wrist  
injury I am unable to work in my chosen  
field of massage therapy. Thank God  
there was a position such as this available  
to me. As a result of this job, my bills  
are paid. I have acquired enough computer  
skills & experience dealing with customers  
to secure a better position with another  
company. During this time, I needed no  
financial assistance at the expense of  
taxpayers.

I have a feeling if the American  
populace was surveyed (if that is still  
allowed!)

and given a choice of a few annoying phone calls or a raise in taxes, they would gladly answer their <sup>majority of</sup> phones.

I have found the <sup>majority of</sup> customers I speak with receptive at least to listen if not to buy.

I strongly oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA and the American Telemarketing Assoc.'s proposed modifications to the FTC rules.

If this is implemented, the impact on the economy will be frightening.

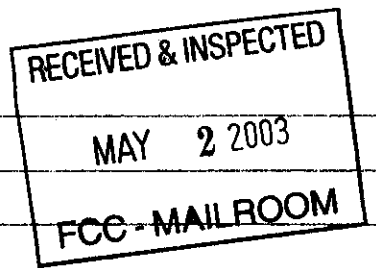
~~the~~ A good number of families need the income & dignity of bringing home a paycheck.

Thank you for your consideration in this matter.

Laura A Cook  
3234 N Albany  
Chicago IL 60618



April 23, 2003



Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington D.C. 20554

Re: CG Docket No. 02-278

rules and Regulations Implementing the  
Telephone Consumer Protection Act of  
1991.

My name is Jason Gray and I work  
for Teleperformance U.S.A. My job is  
to do inbound calling, activating  
Sears Credit Cards. We are located  
in Des Plaines, IL. I really like  
my job. The job is not demanding,  
it is flexible with pay structure and  
hours that I work.

We offer quite a few programs  
for our card holders such as "Account  
Care", which is a insurance program  
that covers the payment on their  
card in case the cardholder is ~~at~~  
hospitalized, disabled, lose their job.  
ect. The program is pretty expensive.  
You only pay ~~for~~ for the program if,

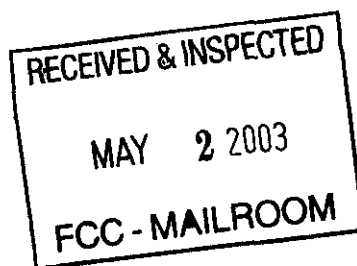
you carry a balance on your card.

My job takes care of my fiancée, my 8 month old son and myself. Now, if I lose my job, I can't pay my rent, which means me and my family will be homeless. Also, the families of the people I work with will either be homeless or struggling to get by.

I do oppose the new law applied by the FTC. What should be done is (1) Hold <sup>companies</sup> ~~companies~~ who violate the law accountable and not the people who work for the companies. (2) Give customer option on what they can do if they do not want to be contact by a company (i.e., Ask to be put on a DNC List, caller Id, telezapper...)

Thank you for your full consideration on this topic.

Jason R. Gray  
3110 W 61st St  
Cngo IL, 60629



4/25/03

Commissions Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington D.C. 20554

Ref - CG DOCKET NO. 02-278

Karen Schwarz  
Teleperformance USA  
Oakbrook Terrace, IL.  
Client Services - TSK

Presently I work as a TSK in client services and have done so since 1993. I have 3 children and the income is a must. I am writing this in hopes that YOU FULLY consider BOTH sides of this topic before making any decisions. OUR economy is already tough and eliminating SO MANY more jobs would not help at all. Though I do agree these phone calls can be annoying, there are many worthwhile calls if we stay on the phone long enough to listen. It only takes a moment. Then the customer has a choice - yes or no.

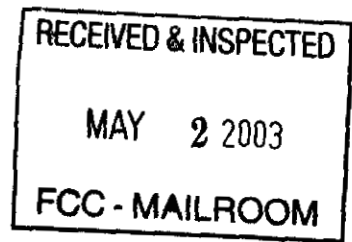
I'm writing to let you know  
I oppose the NATIONAL DNC list  
and restrictions on Predictive Dialers  
and I SUPPORT Teleperformance USA's  
and the American Telemarketing Association's  
proposed modification to FTC Rules.

Thank You for giving this important  
topic your FULL CONSIDERATION.

Karen M. Schwarz  
Darien IL 60561

# Teleperformance U.S.A.

April 29, 2003



Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 16th Street, SW  
Washington D.C. 20594

Ref: C.G. Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer  
Protection Act of 1991

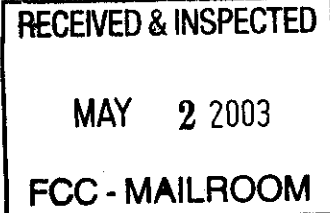
My name is Chereese Gordon and I am currently a empl  
at Teleperformance U.S.A. at their oakbrook office. I am  
writing because I am very concerned about the Nation's  
Do Not Call List. I strongly disagree with this beca  
that will leave alot of jobless employees, and that  
will also leave alot of people who only have  
telemarketing experience in the unemployment line. I  
am a 22 year old single parent and I am really  
depending on my job to get me by, and I think  
without this job I will be one of those jobless  
people with a lot of telemarketing experience stuck  
in the unemployment line. I would appreciate if you can  
take this letter into consideration and put yourself in my  
position.

Thank you for your full consideration on this topic.

Sincerely, Chereese Gordon  
OAKBROOK, IL

April 23, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

I currently work for Teleperformance USA in Des Plaines, Illinois as a Senior Client Services Manager. I am the person who makes sure that our Client's policies and procedures are followed at the Call Center level. If a customer has a complaint, my Client depends on me to research the complaint and assure that the complaint is addressed and that their policies are enforced. One such policy is the implementation and maintenance of the "Do Not Call" List.

We sell insurance based services which enable those people, who may or may not qualify for other insurance, to protect themselves and their family in case of emergencies.

I feel that the FTC should not adopt this over-broad, burdensome and damaging national list, but instead re-affirm their prior analysis and decisions that the company-specific do not call lists can and do accomplish the objective of protecting consumers without unduly burdening the Teleservices industry and killing the jobs it creates.

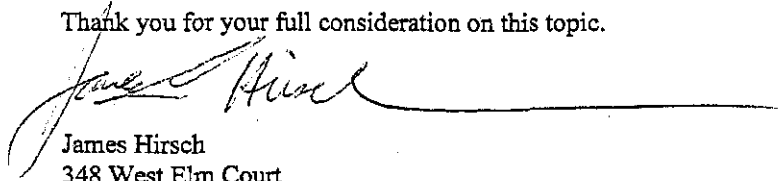
In addition to my job, which enables me to provide for my family which at the present time has two college attending children, I would like the FTC to know that behind the voices are hard working people trying to support themselves and their families. Our industry employs millions of people who are not scam artists looking for ways to trick customers over the phone, but good people who support families in our communities by selling good products to other good people over the telephone.

There are other less destructive ways to protect consumers such as company specific do not call lists, devices and services to screen calls, or simply saying "no thank you" or hanging up the phone. Another way that my company protects the consumer is by maintaining strict dialing parameters within the calling area to assure that the "dinner hour" is not disturbed.

Keep in mind that if this industry "goes away" as some have demanded, millions of good people will be out of jobs (including myself). This will impact the entire economy, which is currently ailing. Welfare rolls and unemployment will increase. Lost tax revenue could

amount to billions of dollars, which will reduce the goods, and services the government can now provide.

Thank you for your full consideration on this topic.

A handwritten signature in dark ink, appearing to read "James Hirsch", followed by a long horizontal line extending to the right.

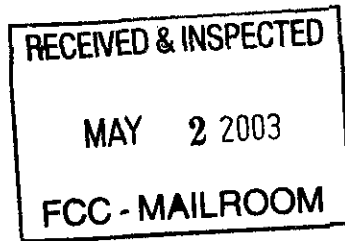
James Hirsch  
348 West Elm Court  
Glencoe, IL 60022





**Teleperformance USA**  
GLOBAL TELEMARKETING & TELESERVICES SOLUTIONS

Insurance & Financial Services Division  
2200 E. Devon, Suite 200  
Des Plaines, IL 60018  
Tel : (847) 803-1900  
Fax : (847) 803-1825



April 28, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

Ref: CG Docket No. 02-278  
Rules and Regulations Implementing the Telephone Consumer Protection Act 1991

I have been employed with Teleperformance USA for the past 6 years. My current position is Director of Facilities Management for the Financial & Insurance Division headquartered in Des Plaines, IL. During my tenure with Teleperformance USA, I have had the opportunity to run several call centers and also work in the telecommunications department.

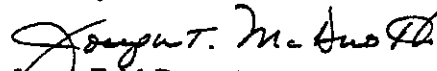
Over the past 4 months we have already experienced a loss in revenue due to the rules and regulations that your commission has instituted. Our division has already closed 4 offices and, unfortunately, has laid off hundreds of hard working employees, many of whom are the sole support of their family. Not only has this change drastically affected their lives, but it has also indirectly affected many other businesses in the community which we support. These include the telephone company whose lines we no longer utilize, the vending company which no longer stocks our machines, the cleaning company which no longer cleans our offices, the supply company which no longer receives our orders, the copy machine company which no longer retains a leased machine in our office, the fast food restaurants which no longer enjoy the income our employees provided their establishments, and many more too numerous to mention here. The closing of our Middletown, OH location in January of this year resulted in the loss of 60% of the monthly revenue of a neighboring business, causing that store to anticipate closing. The new rules and regulations will have a disastrous effect not only on the telemarketing industry, but on the whole economy as well.

I understand the reasons for rules and regulations. The company I work for always follows set guidelines. In addition, we also maintain a quality assurance department. This department's only responsibility is to listen to 100% of the sales in our division to insure that no "slamming" occurs. The companies that hire us to perform this service expect this type of professionalism from their outsourced telemarketing company. We are an extension of their sales and customer service departments and must act accordingly.

As the sole support for my family of 5, I am extremely concerned with the new rules and regulations that are being directed toward this industry. Rather than punishing the entire industry, only those that are not following the established guidelines should be singled out for punishment. My family and I oppose the National Do Not Call list and restrictions on the predictive dialers. These are definite items that are affecting our business and our livelihood. We do support the modifications to the FTC's rules which were presented by the American Telemarketing Association, as well as by my company, Teleperformance USA. I strongly urge your commission to re-examine this docket before it has an even stronger negative effect on our economy.

Thank you for allowing me to present my case. I am confident that many midlevel managers across the country echo my stance. Thank you for your consideration.

Sincerely,

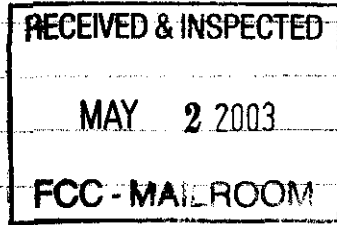


Joseph T. McDermott  
Director of Facilities Management  
Teleperformance USA  
Insurance & Financial Division  
Des Plaines, IL

Home address: 5661 N. Northcott Ave.  
Chicago, IL 60631

April 25, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington D.C. 20554



Ref: CG Docket No. 02-275

Rules and Regulations Implementing the Telephone Consumer  
Protection Act of 1991

My name is Tiffany Thompson, I am currently employed at Teleperformance USA in Oak Lawn IL. My job title is a telemarketer Sales Representative, in which I sell Accidental Death Insurance to Sears card holders. I believe that this product is good to have and it also makes me happy to sell this product to people knowing that they feel more comfortable with their everyday lives, knowing that they have a coverage plan that is at a low cost to protect them and their family. There are customers who are not interested but there are many who do appreciate the service. I don't look at myself as a "telemarketer" because I feel like I am simply a person who is informing customers of a benefit that is available. If people are so much against these calls, then there are things out there to stop them, such as privacy manager. Wouldn't it make sense for them to get a device that stops the phone calls all together, for the people who are "annoyed" by the calls, or should we all lose our jobs because they don't want their phone to ring. There are other options, making thousands of people lose their jobs doesn't have to be one of them.

I am a single mother of a 3 year old boy, and I am 5 months pregnant. I depend on my checks to pay my rent, pay for my child's needs, and

put food on the table. I was looking forward to working more hours so I had some extra money to put it away for when my baby is born. I have no one to depend on but myself. Having this job here has allowed me to pull my own weight and the joy I get from being able to buy my son a toy he wants once in awhile. I can't even explain. How do you tell a 3 year old that mommy doesn't have enough money to take you to McDonalds. In my situation I am stuck. Who is going to hire me now, 5 months pregnant. If this letter has any effect on you, please consider the people who depend on this job just to live.

Thank you for your full consideration on this topic, and for taking the time to read this letter.

Tiffany Thompson  
*Tiffany Thompson*

7907 W. 97th Pl  
Aiekeny Hills IL, 60457

---

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

April 24, 2003

CG Docket 02-248

Commissioner's Secretary  
Office of the Secretary  
Federal Communications Commission

So whom it may concern, 445 12th St SW  
Washington DC 20554 April 24, 2003

What if you were a 20 year old single parent,  
currently attending college and working part-time to  
pay your bills and provide for your one year old  
child, and someone came along and took your job?

Well that is exactly what this new law will do  
to me if it is passed. I am currently attending college  
better myself and gain an education so that I can  
give back to the community. Yet and still I have  
rent, lights, gas, insurance + etc. to pay to keep  
a roof over me and my son's head, and that's  
exactly what my telemarketing job does for me. It  
keeps a roof over my head, feeds the table and clothes  
my child & back!! You see, I am currently employed  
at Teleperformance USA in Oak Brook, IL. I am a Telephone  
Sales Representative, who works everyday to earn

a honest living. Better yet I provide a product  
to customers that provides them with some form of insurance  
that if god forbid something happened to them, their  
families would still be taken of. And I truly do believe  
in my product. All I am asking is that you give  
back to the community, passing this law would leave  
millions of people unemployed, resorting to public aid and  
government assistance. If I was to lose my job I don't  
know what I would do I would be left trying to  
figure out what job will provide me with the schedule  
convenience around school + the money to provide for my  
son. I totally **OPPOSE** the national  
not call list and restriction on Predial

and I could only hope that you support Teleper-  
formance USA's and the American Telemarketing Association's  
proposed modifications to the FTC rules. Thank you  
for your full consideration on this topic.  
Sincerely,

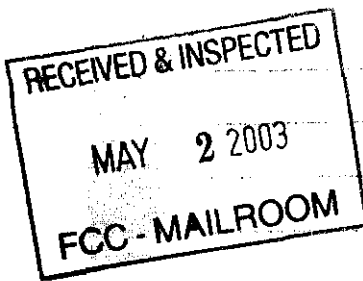
Ma'Linda Crumby

2324 W. 123<sup>rd</sup> St. Bear Art's Place

Blue Island, IL

60406

Michael Baig



To the office of Secretary - Federal Communications  
Commission: regarding CB Docket NO. 02-278.

My name is Michael Baig I work for Teleperformance  
USA formerly 'Market USA' for over 7 years located  
in Oak Lawn, IL. My job is to tell customers about  
services offered by their credit card company.  
Currently we are calling Deans cardholders on the  
request of Deans a 'highly respected' Company to tell  
them about an accidental death plan. This form  
of marketing as you know has been around for years  
it serves a purpose of allowing customers to find and  
hear about services without leaving their homes or resorting  
to mail. Deans wants their customers to know about  
these services if they are not interested they say NO and  
we move on, however, if customers want to be taken  
off 'our' list we code call correctly. Deans believes  
as well as we do individual Companies will have a Do Not  
Call list of their own not Universally Regulated. Each  
Company has a right to have their own DNC!

The regulation if passed by the FCC will  
make an already unstable economy that much worse  
by possibly putting over 5 million people out of work  
who 'legally' pay taxes and supply for their families.

The people who work these jobs are single  
mothers, students, physically disabled people who want  
to earn an honest living like anybody else!

The Government I believe does not want all  
the new Welfare cases on their Desk. Do please  
allow for the American Telemarketing Associations  
modifications to the FCC rules take effect and  
allow real good workers to contribute to Society!

from Michael Baig of sound  
Mind and body

Thank you!

Michael Baig

4710 W 93rd ST

OAK LAWN, IL 60453